## **Long Term Care Ombudsman**

## 2003 Complaints/Resolutions **Volunteers** 200 # of Volunteers 20 150 15 Complaints Trained 10 100 Resolutions Assigned 5 50 Jul Oct Apr Oct Apr Jul Jan Jan 2004 **Volunteers** Complaints/Resolutions # of Volunteers 20 200 15 150 -Trained Complaints 10 100 · Assigned Resolutions 5 50 0 Oct Apr Jul Jul Oct Jan Jan Apr 2005 **Volunteers** Complaints/Resolutions 20 200 # of Volunteers 150 15 Complaints -Trained 100 10 Resolutions Assigned 50 5 0 Apr Jul Oct Oct Jan Jan Apr